Suman Giri

Data Analyst & IT Systems Specialist

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PERSONAL DETAILS

Nationality / Work Rights
Full Work Rights in Australia

LinkedIn Profile
linkedin.com/in/sumangiri1

EDUCATION

The ACS Professional Year (ICT)
QIBA (ACS Accredited)
Graduated 2024

Master of Business Information Systems
Australian Institute of Higher Education
July 2021 – Oct 2022
GPA: 4.9 / 7

Bachelor of Business Information Systems
Australian Institute of Higher Education
July 2018 – Oct 2020
GPA: 4.08 / 7

TECHNICAL SKILLS

- ITIL Service Delivery & SLA Triage
- Windows OS Migrations & Provisioning
- Enterprise Microsoft 365 Admin
- Jira Service Management Ticketing
- L1 Incident Triage & Escalation
- NBN Field Rollout & Diagnostics
- Fibre & Copper Continuity Testing
- GIS Spatial Route Mapping
- Neural Networks & Autoencoders
- Python & Business Data Analytics
- KPI Monitoring & Reporting
- Technical Root-Cause Documentation

PROFESSIONAL SUMMARY

Results-driven IT Professional and Data Analyst with a Master of Business Information Systems (GPA 4.9/7) and published Machine Learning researcher (CITISIA 2023 / Springer). Experienced in enterprise L1 technical support, service desk operations under ITIL standards, Microsoft 365 administration, and National Broadband Network (NBN) field diagnostics. Proven track record in bridging technical infrastructure with advanced data modeling, incident resolution, and predictive analytics to drive measurable business impact and high service availability.

PROFESSIONAL EXPERIENCE

L1 Engineer — Internship

Hubify | April 2024 – July 2024 | Sydney, NSW

- Managed incident triage, technical diagnosis, and L1 support for enterprise corporate clients under strict SLA targets.
- Resolved complex system, workstation, and network incidents with structured documentation and root-cause analysis.
- Conducted Windows OS migrations, hardware/software provisioning, and Microsoft 365 enterprise account administration.
- Administered ticket queues, escalation procedures, and customer communications using Jira Service Management.
- Collaborated closely with L2/L3 engineers and network specialists to accelerate incident resolution and minimize downtime.

L1 Technician (NBN) — Internship

CareTel Networks | January 2024 – April 2024 | Sydney, NSW

- Led on-site National Broadband Network (NBN) installations, terminations, and connectivity validation across commercial and residential premises.
- Performed optical fibre signal attenuation, copper continuity testing, and Network Termination Device (NTD) commissioning.
- Coordinated with carrier field engineers to ensure compliance with Australian telecommunications standards and safety protocols.
- Verified spatial GIS network mapping and documented cable routing for accurate network asset records.

PUBLISHED RESEARCH & CAPSTONE

Skin Disease Detection via Experience-Based AI

CITISIA 2023 & Springer Nature Book Chapter | Capstone Research Thesis

- Researched and developed a dynamic Neural Network using autoencoders that improves predictive accuracy by 1.33% every 20 interactions.
- Achieved high diagnostic precision utilizing only 4% of traditional training dataset volume, addressing real-world data scarcity.
- Classified 7 major Australian skin disease conditions, demonstrating practical application of unsupervised learning and augmented intelligence.